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3.4 Detailed Service Center Organization Work Instructions

3.4.1 Purpose

The purpose of the detailed work instructions outlined in this section is to:

- Provide Service Center staff with standardized work instructions to achieve uniformity of performance of Service Center functions and,
- Identify key procedures used in monitoring case correctness as defined in the Master Services Agreement.

3.4.2 Scope

The detailed work instructions apply to the scope of responsibilities for the Coalition staff in the Service Centers. Detailed work instructions do not include policy direction. State policy is defined in the State Program Policy Manual for Cash Assistance, Food Stamps and Health Coverage and can be accessed at:<http://www.in.gov/fssa/dfr/6389.htm> [<insert hyperlink>](#).

Coalition staff in the Service Center will continue to receive flash bulletins and other policy communication via email from the State. Policy related flash bulletins, administrative bulletins or revision cover letters will also be posted to the OPS tool under “What’s New.” II. As long as State policy managers provide this information in advance of the email, it will be posted the same date the email is sent.

3.4.3 Service Center Process Flow

This flow provides a horizontal view of the overall process of workflow in the Service Center. Flows are broken down further in sub-sections of the Service Center Work Instructions.

3.4.4 Data Collection and Referral for Eligibility Determination and Authorization

An explanation of how work is received in the Service Center and routed for processing is provided along with detailed work instructions for how to process the related case activities. Detailed instructions have been developed specific to the major eligibility activities that include:

- Processing an Application
- Maintaining a Case
- Processing a Re-determination
- Special Programs
- Processing a Reported Change

Additionally, instructions are provided for processes common to all major eligibility activities such as document management (rearranging; linking, de-linking and re-linking, setting and correcting document types; sending for rescan), search functions for the system, sending notices, forwarding and parking tasks, etc.

Workflows have been decomposed for each of these major functions, and inputs and outputs have been articulated for each major function as well as key performance and management reports.